

## Direct Premium Remittance System - Web (DPRW) Customer User Acceptance Testing (CUAT) – Point- of-Contact and Test Case Request Forms

October 12, 2023

Reference Number: NFC-1697116666

Dear Customer,

As announced in our October 3, 2023, Insurance Notification, the National Finance Center (NFC) is implementing enhancements to the DPRW Web Portal in the very near future. The new enhancements will include an overall new design of the application, self-service options for Agency and Tribal Human Resource (HR) Users (cancellations and terminations), and self-service options for former employees, eligible dependents, and direct pay annuitants who are enrolled in Federal Employee Health Benefits through DPRW (cancellations, suspensions, and pre-authorized debit).

Office of Personnel Management (OPM) users, Agency HR users, and Tribal Benefit Office (TBO) users are invited to test the new functionality. Please complete the attached Customer User Acceptance Testing (CUAT), Department/Agency (POC) Contact Information Form for the primary and alternate testers for your Agency. Please note: HR and TBO offices are limited to 2 testers per Agency. The form should be returned to [nfc.dprw.testing@usda.gov](mailto:nfc.dprw.testing@usda.gov) no later than October 20, 2023.

In addition, we are asking HR and TBO offices to begin identifying your previously processed enrollees in the DPRW system and begin preparing a list of up to 15 social security numbers (SSN's) you would like to use as test cases. These test cases will be loaded in to the CUAT environment. You may run the Processed Report in DPRW in the Reports Tab to assist with identifying your previously processed enrollees. HR and TBO offices may begin submitting the attached 2023 CUAT Employee List Spreadsheet

form to [nfc.dprw.testing@usda.gov](mailto:nfc.dprw.testing@usda.gov) as soon as you have identified the SSN's you wish to test. Requests to add test cases to the CUAT environment must be received by October 20, 2023.

In the coming weeks, we will reach out to the testing POC's to provide access information and test scenario information.

Please reach out to the Government Insurance Services Branch at [nfc.dprw.testing@usda.gov](mailto:nfc.dprw.testing@usda.gov) with any questions regarding this notice. We are looking forward to working with you on testing the new DPRW functionality.

Attachments:

- [2023 CUAT Department/Agency \(POC\) Contact Information Form](#)
- [2023 CUAT Employee List Spreadsheet](#)